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## Work At Home Agent Resume

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### Job Objective

To obtain a Work At Home Agent position in a company that will allow me to grow with the company.

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### Work Experience:

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Work At Home Agent, May 2004 – Present  
Asurion, Madison, FL

- Provided customer assistance via mail, fax and email.
- Operated computer on-line guidelines for the purpose of responding to customer inquiries on function and replacement of defective parts.
- Followed escalation procedures as needed.
- Completed, processed, and maintained applicable paperwork and records.

Work At Home Agent, March 2002– April 2004  
Department of Workforce Services, Madison, FL

- Made reservations for customers over the telephone using browser based reservation system from Home.
  - Maintained productivity goals with the help of supervisor and training staff.
  - Adhered to formal attendance expectations and overall company policies and procedures.
  - Provided technical support to customers regarding equipment.
  - Communicated with customer on the phone and via written correspondence.
  - Provided information and assistance on product use, hardware and software problems.
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### Summary of Qualifications:

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- Strong ability to work independently and achieve results
  - Superior phone and etiquette skills
  - Excellent communication skills – written, verbal and listening
  - Familiarity with Microsoft Word, Excel, IE and Skype
  - Must have home internet access and phone
  - Typing speed of 50 W.P.M
  - Ability to resolve customer problems and complaints in an effective and professional manner
  - Ability to aggressively pursue sales through innovative marketing
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### Education:

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Associate Degree in Medical Billing and Coding, Volunteer State Community College, Gallatin, TN

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